



**DEPARTMENT OF VETERANS AFFAIRS**  
Assistant Secretary for Human Resources and Administration  
Washington DC 20420

March 13, 2009

**VA Workers' Compensation Services Contract**  
**Information Letter 00S-2009-1**

**VA WC Program Evaluation**

1. In order to review VA's stewardship of Workers' Compensation (WC) program management, an employee benefit under the exclusive authority of the Department of Labor's Office of Workers' Compensation Programs (OWCP), Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), National Cemetery Administration (NCA), and the Office of Information and Technology (OI&T) have agreed to support a Department-wide contract for an independent WC program management review. This review will require the contractor to review 100 WC active cases selected from the most recent data provided by OWCP. Each facility having a case that is selected for review will be contacted through their line management and asked to expedite the copying and transmittal of the selected case files to the LIFECARE MANAGEMENT PARTNERS, LLC, 6601 Little River Turnpike, Suite #300, Alexandria, VA 22312, Phone No. (703) 333-5661. To ensure that the contents of the files are appropriately packaged and safeguarded, each file must be transmitted to the contractor at the above address, utilizing Federal Express, United Parcel Service, United States Postal Service, or another locally utilized carrier where a tracking mechanism is established to ensure contractor receipt of the file. Under no circumstances can a file be mailed in such a manner that accountability is lost. VHA, VBA, NCA, and OI&T will receive a separate memorandum containing the specific case file numbers included in the case management portion of the contract to be copied and delivered to the contractor with a completion date of thirty (30) days.

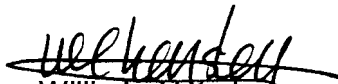
2. The first objective of this initiative is to provide VA's senior leadership with recommendations for improving the effectiveness and efficiency of VA's WC program management. To achieve this objective the contractor will be required to identify the current status of each file selected as well as determine the appropriate actions that should be taken in each case either by the contractor and/or VA, to resolve the case and return the claimant to work as soon as possible, where appropriate. In most cases, this means that the contractor will assume responsibility for the management of the case in whatever manner is most appropriate under the Federal Employees Compensation Act (FECA) regulations.

3. The second, and most important objective of this initiative, is for the contractor to conduct an independent evaluation of the overall VA management of the WC program. To facilitate this objective, all VA organizations are requested to provide full support to the contractor in requests for interviews and provide policy and procedures manuals relating to the management of the WC program.

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4. The anticipated period for which the contract will be in effect is one year. During this period, the contractor will maintain close contact with each VA organization involved, and will keep them informed of their actions on the case and request their assistance as appropriate. Additionally, facilities may be asked to provide support to the contractor. That support may include VA facility WC staff traveling to the responsible OWCP District Office to obtain copies of files where necessary so as to reconstruct any cases that are not complete. As this is a contract with deadlines, there is a high expectation of facilities assisting the contractor promptly. All Privacy Act requirements have been met and the U.S. Department of Labor, Office of Workers' Compensation Programs has approved LIFECARE's access to VA FECA data.

5. If you have questions concerning this letter, please contact Frank Denny, Director, Office of Occupational Safety and Health, at (202) 461-5021.

  
Willie L. Hensley  
Acting

Attachments